Distribution List Use at Cerro Coso

Cerro Coso College Council has adopted the following processes for Cerro Coso listservs and Cerro Coso Exchange Server distribution lists within Cerro Coso Community College. These processes apply to all Cerro Coso Community College listservs that are managed by Cerro Coso employees or affiliates and Exchange distribution lists that are managed by KCCD IT. The Technology Resource Team will review these processes annually.

- **Distribution List Creation and Retention**
  All current Cerro Coso listserv lists that have zero membership or less than five posts within the past calendar year will be deleted. Wherever possible, it is recommended that old lists and new requests be moved to an InsideCC group. All new distribution lists need to have prior approval from the Vice Chancellor of Operations.

- **Listserv Membership**
  The HR office at Cerro Coso will be responsible for updating the Cerro Coso general employees' listserv membership along with updating the Cerro Coso committee and college departments' list memberships. It will be the responsibility of the committee and college departments' list managers or designee to provide HR with an updated membership list in a timely manner. KCCD is responsible for updating Cerro Coso Exchange distribution lists.

- **Listserv Posting**
  Email distribution lists are created to allow members to communicate with each other via email. The intention of these communications is to conduct the business associated with the respective department or committee. Therefore sending email that does not pertain to the business purpose of the Cerro Coso distribution list is strictly prohibited.

<div align="center">**Technology Resource Team**</div>

Mission
The Mission of the Technology Resource Team (TRT) is to recommend to the College Council practices, procedures, standards, and planning in the areas of instructional and of information technologies. TRT's goal is for the advancement of technology in the areas perceived as beneficial by the College departments, faculty, staff, students, and curriculum committees.

Technology Resource Team

Mission

        The Technology Resource Team (TRT) is a subcommittee of College Council that is the recommending body for all practices, procedures, standards, and planning in the areas instructional and information technologies. To accomplish our mission TRT will seek input from College departments, faculty, staff and students along with recommendations from pedagogy and curriculum committees.

Information Technology

Strategic Plan: 2012 – 2015

Table of Contents

I.   Introduction

The intent of a Strategic plan is to provide tactics, vision, recommendations, and goals to fulfill the plan. This Technology Plan contains the procedures, direction, and endorsements that will define the technology at Cerro Coso Community College for the next three years. As with any Technology Plan, the strategies and goals must be flexible and reviewed frequently to accommodate the rapid changes in technology and demands.

All plans have a beginning and expected outcomes; therefore, this plan examines the current technologies at Cerro Coso Community College along with where the College should be three years from now. This plan will support and align with the Cerro Coso Educational Master Plan and the College Strategic Plan. This plan provides the goals and implementations of technologies that support the high standard of education that is expected by the students of Cerro Coso. This plan takes into consideration budgets, staffing, and infrastructure needed to support the execution of the plan.

The Strategic Plan is to be reviewed annually and a progress report is to be submitted to College Council by the Technology Resource Team (TRT). The review should include progress, relevancy, and sustainability of the current plan and the goals set forth by the plan. The following people worked on and endorse this plan; Jeremy Horton, Paul Kuttig, Sylvia Sotomayor, Scott Cameron, Matt Hightower, Jan Moline, Daniel Wilkinson, Charles Osteen, and Michael Campbell.

II.   Mission

The department of Information Technology's (IT) mission is to provide a reliable technological environment that allows students, faculty, and staff to efficiently carry out the mission of the college. Our goal is to be a leader in Customer Service and establish systems, processes, and solutions based on best practices and industry standards. IT provides leadership for effective strategic and tactical planning in the use of technology at the college and facilitates the effective integration of technology throughout the

college through planning, programming, training, and other support activities. Finally, it is the mission of IT to promote new uses of information technology through the support for exploratory and innovative applications.

III.   Vision Statement

The Cerro Coso Community College Information Technology department envisions a learning environment rich with innovative, value-added, reliable standardized systems and trained, efficient, and reliable support staff.

IV.   Current Environment

Cerro Coso Community College currently has a robust and diverse technological environment on campus. This enterprise level environment includes computers, wired and wireless networks, telecommunications, ITV, multimedia classrooms, servers, electronic storage, data backup, software, instructional delivery systems, and IT staff. Listed below is a more in-depth assessment of the above-mentioned systems.

A. Computers

The Information Technology Department manages and maintains the Colleges centralized computer environment consisting of 675 desktops and laptops. The environment is PC-based other than one small Mac lab maintained by the Visual and Performing Arts Department. The computers in this environment are utilized either in labs or by employees, and both sections are in the final phase of converting from Gateway to Dell. All the computers are on a five-year replacement cycle, with the final year of the first cycle completed in the 12/13 fiscal year.

B. Network

The Kern County Community District (KCCD) office supports and maintains the Wide Area Network (WAN) infrastructure at Cerro Coso Community College. Local IT staff work in conjunction with KCCD to provide connectivity and support of Cerro Coso Community College multi-campus WAN. Each site has

both wired and wireless networks to provide connectivity to network. The wired network at each campus is a fiber-optic backbone that connects the buildings to one of the central Main Distribution Frames (MDF) and the MDF's to Intermediate Distribution Frames (IDF) within the buildings. CAT5E or CAT6 Ethernet cable connects the end-point nodes to the switches in the IDFs. The wireless network at Cerro Coso Community College is a managed wireless system by Aruba. This managed system provides all students, staff, and faculty along with community members' access to the Internet.

C. Systems and Software

The College has a large number of both instructional and support systems and software applications. These systems are a mixture of campus hosted and managed, vendor hosted and managed, and district hosted and managed. The systems below are divided in to three categories: IT systems, campus wide systems, and instructional systems.

- o   IT Systems
    - Deepfreeze – Lab protection
    - Trend-Micro – District wide virus protection
    - Ghost/WDS – IT imaging system
    - VMWare – District wide virtual machine application
    - RAdmin – District wide remote desktop support software
    - Network Services – DHCP, DNS, Active Directory, WSUS, Network storage, DFS, SQL Server.

- o   Campus Wide
    - Microsoft OS & Applications – Windows 7 and XP, Office 2010 Suite, Visio, Visual Studio, and Sharepoint Designer.
    - Adobe – Limited licenses for CS5, Acrobat Pro
    - Exchange 2003 – Email service for employees. Student email is out sourced to Google Mail.
    - L-Soft – Listserv service
    - CCConfer – Web Conferencing Service

- SARS – Appointment scheduling software
- SunGard SCT Banner – Central administration software
- LaserFiche – Document Management application
- Luminis Portal – Campus portal platform
- Avigilon – Campus surveillance platform

- Instructional
  - Adobe Connect – Online class collaboration application.
  - Moodle – Learning management system
  - Equitrac – Print management software
  - Alice – 3D computer programing software – Open Source
  - Sci-Lab – Numerical Computation software – Open Source
  - Vision 7 – Classroom management software – Open Source
  - Stellarium – Planetarium software – Open source
  - Open Office – Open source productivity Suite (similar to MS Office)
  - Keyboarding Pro – Keyboard instruction software
  - Lab Sim – Testing software
  - Pearson VUE – Testing and certification software

D. Web

The current Cerro Coso Community College website started a complete revision process with completion expected by spring of 2013. The College currently has as public facing website and InsideCC (an internal portal), and part of the revision process will include validating and placing content in the appropriate locations using an Ektron content management system. Upon completion of the website revision, the public website will be an effective and innovative marketing tool and an informational resource for the students and employees of Cerro Coso. InsideCC will provide Cerro Coso Community College students, staff, and faculty with single sign-on access to all their electronic resources and internal campus information and documentation. In addition to revising the website, the College and the KCCD have changed how the websites are managed. KCCD IT

staff will still manage the physical servers with the content managed at the local campus level by content editors that report to the campus Public Information Office. Local campus and KCCD IT staff will still support connectivity and authentication to both the public facing site and the internal InsideCC site.

E. Classroom Technology

There are three levels of technology-enhanced classrooms at Cerro Coso Community College: basic presentation, smart, and interactive Television (ITV). In addition, upon request the standard classrooms have access to portable multimedia carts to provide temporary audiovisual capabilities. ITV is an important feature and function that allows Cerro Coso to provide a quality education to the College's 18,000 square-mile service area. Cerro Coso delivers classes to and from the remote campuses and therefore requires these ITV classrooms at all sites to allow two-way interaction with the remote faculty member and students.

- o Basic Presentation Classrooms
    - 2500 Lumen ceiling mounted projectors
    - Pull down screens or whiteboards
    - Podiums with computers
    - Internet connection
    - Desktop speakers

- o Smart Classrooms
    - 3000 Lumen ceiling mounted projectors
    - Whiteboards to allow presentation interactivity
    - Front wall mounted 60″ displays (plus two 42″ side mounted displays in the large classrooms.
    - Podium with DVD/VCR and computer
    - Internet connection
    - Laptop connection
    - Document camera
    - Touch panel controls

- Overhead sound system
    - ITV Classrooms
        - 3000 Lumen ceiling mounted projectors
        - Whiteboards to allow presentation interactivity
        - Front wall mounted 60″ displays
        - Rear mounted 60″ display to view remote site
        - Podium with DVD/VCR and computer
        - Internet connection
        - Laptop connection
        - Document camera
        - Touch panel controls
        - Overhead sound system
        - Polycom Codec
        - Cameras (2) – Instructor view and student view

F. Core Services

Core campus services, including email, Banner, Moodle, portal, WAN, VMware, user account management, and virus protection, are managed and hosted by KCCD. This practice ensures that all of these services are standardized across the district, and provides an efficient and effective method of delivering these key services. The KCCD IT staff, working with the local campus IT staff, manages and maintains these core services for the entire district. The availability of these services is their top priority. The local campuses and their related sites do have instances of some of these key services to provide local connectivity and functionality. The local campus services are managed and maintained by the campus IT staff who work closely with the district IT staff to ensure standardization and compatibility of these services.

G. Data Storage and Backup

Cerro Coso has three banks of SAN Arrays. The Primary data storage consists of a Dell MD3000i 4.4TB SAN with an expansion module Dell MD1000 that is 9TB.

This is where all storage for virtualization takes place as well as Home drives, Common folders, and IT storage. The backup storage is a Dell MD1000 9TB SAN that holds up to one month of data backup from all servers at Cerro Coso. The SANs are then backed up to tape at the district office for off-site storage.
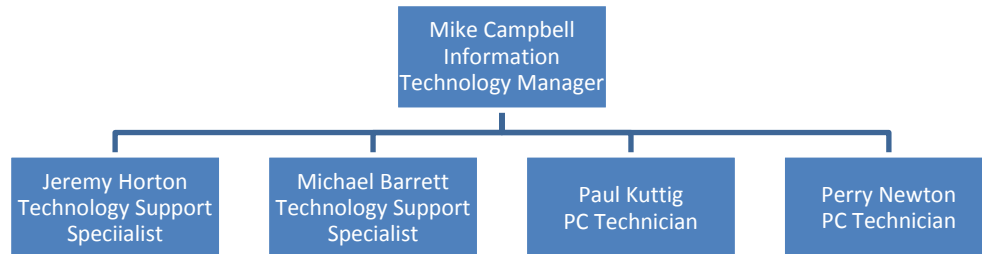
H. Helpdesk

KCCD has completed stage one of outsourcing the helpdesk services. Stage 1 was the student support side of the helpdesk. All student related issues including but not limited to account resets, network and wireless support, and InsideCC access are currently outsourced to Parature for first level support. Stage 2 is expected to start early 2012. This will involve moving the staff and faculty support over from the district helpdesk to Parature. Upon completion of this out-sourcing project, KCCD will have a 24X7 helpdesk service. This will provide the students, staff, and faculty with a high availability level one support. Any issues that cannot be resolved by Parature will be routed to the appropriate local IT or KCCD IT staff for resolution.

I. Information Technology Staffing

The IT Department is currently staffed with two PC Technicians and two Technology Support Specialists. One full-time PC Technician and one full-time Technology Support Specialist are assigned to the IWV campus. The Eastern Sierra sites have a Technology Support Specialist to support both the Bishop and Mammoth Lakes sites. The second PC Technician's time is split—one day at the KRV campus and four days at the IWV campus. The Information Technology Manager supervises the above-mentioned positions and reports to the College President. At this time, the staffing is adequate for the current workload and support needs. The staffing needs will continually be evaluated as technology and support demands change.

Information Technology Organization Chart
(Effective 10/1/11)

```
                    Mike Campbell
                    Information
                  Technology Manager
         ┌──────────────┬──────────────┬──────────────┐
   Jeremy Horton    Michael Barrett    Paul Kuttig    Perry Newton
Technology Support Technology Support  PC Technician   PC Technician
   Speciialist        Specialist
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J. Technology Training

Technology training at Cerro Coso Community College is currently provided during flex days and during any major systems upgrade. The previous faculty/staff training system known as CCCC In-House Training Center is under review and awaiting a new coordinator. IT staff training is provided as new technologies are implemented or as needed to keep up to date. There is also application training available to CTE faculty from www.lynda.com, a subscription based service that CTE has subscribed to for their faculty.

V.   Recommendations

A. Communications and collaborations

IT is a service that is provided to all of the college stakeholders. In order to provide a quality and value-added service, it is important that the IT department communicates and collaborates with all of the College committees, departments, faculty, staff, and students. The IT manager and two IT staff members are on the Technology Resource Team, a sub-committee of College Council. In addition, the IT manager is a member of the President's Administrative Cabinet. It is recommended that IT furthers these communications and collaborations by working with the ASCC and the Pedagogy and Technology Committee to ensure

that needs from those areas are being addressed. It is also recommended that the local campus IT department continue to work with district IT and with IT from Bakersfield and Porterville to find and provide efficiencies in operations and services.

B. Hardware Replacement Plan

Four years ago a Hardware Replacement Plan (HRP) was developed in order to provide a strategy for replacing technology effectively and efficiently. During the next fiscal year, the first cycle of the HRP will have been completed. It is recommended that this HRP process continue for another 5-year cycle. Another recommendation is to include faculty and staff printers as part of the HRP process. In the past HRP replaced lab printers and departments funded the purchasing and replacement of desktop and department printers. The plan is to have IT purchase all campus printers and supplies. This will limit the number of different makes and models of printers that are supported and allow consumables to be purchased more efficiently.

C. Mobile Computing Devices

iPads, Android Tablets, and eBook readers are not new to higher education; however, they are new to Cerro Coso and the rest of KCCD. This past year Cerro Coso saw the first major influx of these devices with the implementation of Career Technical Education's pilot program to integrate iPads and Android Tablets in the classroom. There is also an increased demand from this year's departmental annual unit plans to have these light weight mobile devices for use by department heads or for checkout to students, faculty, and staff. It is recommended that the IT department work with the other KCCD IT departments to assess the impact of these mobile devices to our systems and develop a plan to support and manage the use of this technology. This plan should include device standards, applications, and security for both the devices and the network.

D. Virtualization

Cerro Coso's server infrastructure at the IWV campus is already virtualized where applicable. In addition, the core servers at ESCC and KRV will also be

virtualized early in 2012. Virtualization is a proven technology that has allowed KCCD to save thousands of dollars in hardware costs. Virtualization is not limited to just the server platform. The Cerro Coso IT department is currently doing a pilot project that uses a virtual desktop and thin clients to replace the kiosk computers that are in the student service area. Thin clients and virtual desktops are not the solution for all users or applications; however, this concept could allow the College to better use technology resources in some areas. It is recommended that the IT department work with the other KCCD IT departments to continue to explore the use and effectiveness of thin clients and desktop virtualization as an alternative to desktop PCs.

E. Helpdesk

As mentioned in the current environment section, the helpdesk services have been outsourced. The student phase of the helpdesk outsourcing has been completed and KCCD is ready to move on to the employee phase. It is recommended that the local IT staff continue to provide feedback from the staff and students to the IT Managers group. This feedback will assist the IT managers in evaluating the effectiveness of the outsourced helpdesk project.

It is also recommend that at the local campus level Cerro Coso continue to use lab aids for students using computers in the LRC. These lab aids have proven to be a valuable resource for the students. Not only are they able to help students remediate issues, they are also able to provide face-to-face instruction on how to use our labs.

F. Infrastructure

Cerro Coso's network and core server infrastructure is one of the strengths of the IT department. Over the past few years, local IT, working in conjunction with district IT, has standardized how all new construction projects will be wired for phone and data. During this period, upgrades to the current cabling have taken place as necessary and as resources are available. The only major deficiency in the current IT infrastructure is an issue with the cooling system and backup power that require immediate attention in the current data center. It is

recommended that IT continue to work with Maintenance and Operations to resolve the cooling issues in the LRC data room.

In addition, IT needs more space—the computer staging area needs to be bigger and include additional storage. Included in the requirements for additional space is a centralized data center. If built, the new data center would require adequate cooling, backup power, monitoring, and security. It should be located in close proximity to the IT staff offices.

It is also recommended that IT develop a plan to replace the battery backup system college-wide. Part of this plan should include using the current backup generation system that is in place to provide auxiliary power to the LRC. It is also recommend that IT develop a plan to continue to upgrade and add additional Ethernet infrastructure as needed at all sites to eliminate the use of hubs and provide adequate connectivity.

G. Technology Training

"As with computers, the technology we know today will be obsolete tomorrow." Given this, it is important that Cerro Coso provide the needed training and learning opportunities for employees to stay current. This training is critical for the IT staff and the functional users of our centralized systems. It is recommended that Cerro Coso work with the Professional Development Committee to provide training to staff and faculty in conjunction with any major upgrades to current systems. In addition, training should be provided upon implementation of new systems. It is recommended that IT research the effectiveness of online and computer based training applications and subscriptions. This training should include training for the staff and faculty along with specialized training for the IT staff.

H. Distance Learning

Distance learning at Cerro Coso is major component of how classes are delivered and it is a valuable resource for the college. Cerro Coso has received recognition in the past for being a pioneer in this delivery method, and continues to be a leader of distance delivery within KCCD. Cerro Coso distance learning has two

separate components: ITV and CC Online. It is recommended that IT monitor, prioritize, and enhance the connectivity that supports ITV between campus sites. It is recommended that IT, working with KCCD, continue to assess the effectiveness of Moodle and other learning management systems. It is recommended that IT and KCCD explore new technologies that could be used to improve the delivery method and content of the classes. These technologies should include lecture capturing and virtual classrooms that can provide the students a media-rich online learning environment.

I. Audio Visual Services

Cerro Coso offers a wide variety of audio-visual services. These include campus events, community events, and multimedia-capable classrooms. With more faculty using multimedia-enhanced lectures, multimedia-capable classrooms are in high demand across all college sites. It is recommended that IT continue to standardize the equipment and user interface in all levels of multimedia classrooms. In addition it is recommended that IT continue to assess the demand and utilization of the current rooms and work with facilities to provide an adequate number of multimedia-capable classrooms at all campus sites.

J. Web Presence

The management and content of the college's web presence has changed from an IT function to a marketing tool, and how IT supports the web has also changed. IT is no longer responsible for content and is now focused on performance and access. It is recommended that IT continue to work with the KCCD web team and the local web content editor to support and implement new technologies and Luminis applications and channels. These technologies should include a mobile friendly website and a college app for the iOS and Android devices.

Goals

A. **IT Goal Number One: Improve student learning with modernized, technology-enabled classrooms at all Cerro Coso Community College sites.**

Cerro Coso Goal Number One: Improve our response to community needs through customized educational opportunities, transfer program, area workforce development, and quality student services.

A. Standardize multimedia enhanced classrooms college-wide.
- Define multimedia classroom levels.
- Work with TRT to develop equipment standard for each room level college-wide.
- Inventory and assess current room equipment for effectiveness.

B. Determine adequate multimedia resources needed.
- Work with academic scheduling to assess room utilization and needs.
- Develop a multimedia classroom request form.
- Work with TRT and faculty committees to establish multimedia needs for instruction.

C. Upgrade current rooms and equipment to comply with standards set by this document.
- Develop equipment list and budget.
- Work with TRT and other campus academic committees to set priorities.
- Develop an equipment maintenance and replacement plan.

D. Implement new multimedia classrooms.
- Develop a cost model for each room type.

- Acquire and deploy resources requested and approved through annual unit plans.
- Incorporate the multimedia enhanced classrooms into maintenance and replacement plan.

B. **IT Goal Number Two: Define avenues of communications with academic and student service groups to identify technological needs.**

Cerro Coso Goal Number Five: Identify and implement principles of effective communications in support of our mission.

A. Inform all stakeholders concerning technology issues and changes.
- Use Luminis messaging and distribution list to communicate to appropriate levels.
- Engage with various academic committees to ensure instructional needs are being met.
- Seek student input using survey tools and input from ASCC.

B. Define alternative methods to disseminate information.
- Work with TRT and other campus groups to develop effective communication avenues.
- Start a weekly "Did you know" tip email to all users.
- Use InsideCC announcements and channels to distribute information.

C. **IT Goal Number Three: Define, build, and maintain a network of core services that aid in fulfilling the mission of the College.**

Cerro Coso Goal Number One: Improve our response to community needs through customized educational opportunities, transfer program, area workforce development, and quality student services.

A. Assess current Hardware Replacement Plan for effectiveness.
- Work with TRT and IT staff to review previous HRP.

- Work with TRT and other campus committees to define and implement the next five-year HRP cycle.
- Report progress of new HRP to TRT and other governance committees.

B. Develop a software management plan.
- Inventory all software owned by the campus departments.
    i. Who owns what and how many seats?
    ii. Is the software still relevant to the program and in use?
- Check all license agreements for compliance.
- Check status of maintenance agreements and software support end of life.
- Map out current and future system requirements to determine upgrade plan.
- Test current software for compatibility as needed and make upgrade recommendations where necessary.
- Test new software requests for compatibility and make recommendations.
- Centralize all software purchases through IT to ensure compatibility and compliance.

C. Configure all campus and college sites' network rooms to meet current KCCD standards.
- Upgrade IDF/MDF cooling systems to handle the BTU loads of current equipment output.
- Upgrade IDF/MDF battery backup systems to allow for adequate shut down time.
- Install monitoring and notification systems to prevent damage from water, dirty power, and other elements.
- Change door access to card control system for IDF and MDF rooms.
- Upgrade core equipment as needed to comply with current networking standards.

D. Centralize core campus services and data storage.

- Work with facilities to define a location for campus data center.
- Develop to plans upgrade campus fiber network to provide redundancy back to new data center.
- Incorporate existing backup power generation plant into current and future data center.

E. Develop a business contingency plan.
- Work with KCCD team to provide alternative network connectivity.
- Define critical campus core services.
- Duplicate core campus services at other sites.
- Design network to support traffic failover to remotes sites.
- Work with KCCD team to develop and duplicate core district-hosted services at one of the other colleges.

D. IT Goal Number Four: Develop and implement a College Data Management Plan.

Cerro Coso Goal Number Four: Build upon the culture of accountability, responsibility, and collegiality amongst all stakeholders.

A. Work with KCCD team to develop a Standardized Data Management Plan.
- Define data management plan elements that are applicable to all three KCCD colleges.
- Define data types and supported formats.
- Define data ownership.
- Establish data use, security, backup, retention, replication, and access policies.
- Establish data storage needs and anticipated growth.

B. Restructure campus data storage.
- Work with campus committees to define data storage file structure.
- Rename and move folders to new file structure define above.
- Set appropriate permissions to folders and files.

- Replicate and backup according to standards.

C. Review documentation.
- Review all IT department documentation.
- Update and archive documentation as appropriate.
- Document all IT processes for future reference.

D. Improve document search and retrieval.
- Research and review document management solutions.
- Report findings back to College and KCCD IT team for review.
- Implement approved solution.

E. **IT Goal Number Five: Provide training to staff and faculty on campus technologies and applications.**

Cerro Coso Goal Number Two: Improve service to under-prepared students and increase their success rates.

A. Implement and instruct staff and faculty of available online training resources.
- Instruct staff and faculty on how to use Microsoft E-Learning.
- Create a training channel in InsideCC within the Employee Tab.
  i. Add Microsoft E-Learning Link to channel.
- Continue to research online and computer based training solutions.

B. Develop and deploy how-to videos and presentations for…
- Multimedia Classrooms.
- InsideCC functionality.
- Moodle functionality.
- Various application training.

C. Provide IT staff training
- Enable IT staff access to Microsoft E-Learning advanced applications training.

- Review and make recommendation for Book24X7 subscription for IT staff.
- Work with KCCD to develop a district-wide IT staff training plan that includes a train the trainer model.

VI.   SUMMARY

This is Cerro Coso's Information Technology Department's (IT) 2012 – 2015 strategic plan. The committee intended for this plan to be a dynamic living document. The intent of the committee is for this plan to be reviewed and updated annually or with any significant change in the technology environment. The recommendations and goals of this strategic plan were developed with input from the TRT committee and their constituents, the IT Department, the KCCD IT group, and Cerro Coso's administration.

This strategic plan does not encompass all of the services that IT offers; instead, the focus is on the core components of IT that are essential in carrying out the mission of the College. The success of this strategic plan is dependent on three key components: skilled IT staff, budget, and communications.

The IT staff at Cerro Coso and within the KCCD is a highly trained and motivated group that work well together and share a common goal of student success. It is important that we keep the staff trained and ahead of the technological curve in order to continue to provide the colleges and their stakeholders with the high level of value-added services that they have come to expect.

The members of the committee understand and are fully aware of the current economic times and challenges that the colleges are faced with. Therefore, the need for this plan to be flexible and reviewed frequently for efficiencies and effective use of our limited technology resources is critical. Because our students need the technical exposure and skills to be successful in the workplace, information technology at Cerro Coso must stay current.

The final, and arguably the most important, component of this or any strategic plan is open, effective two-way communications. In order to provide core services both in and out of the classrooms, IT must communicate with all campus committees and

stakeholders. These communications must be two-way—IT needs to keep the campus community informed of changes that will impact our current environment and the campus must keep IT informed of changes that will affect our future environment.

DRAFT

<div align="center">**Technology Resource Team**</div>

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Technology Resource Team

Mission

      Under review

Composition

- **Membership**

    - **1 Administrator – Serves as the team chair**

    - **4 Faculty Members**

    - **4 Classified Staff Members**

    - **1 Student**

- **Multi- Campus Representation Areas**

    - **Career-technical Instruction**

    - **Transfer Instruction**

    - **Web Services**

    - **Network Administration**

    - **CC Online**

    - **ITV**

Meeting

- **Date & Time – Oct 24 3:30PM LRC 733**

- **Agenda**

    - **Review Mission draft**

    - **TRT Group inside the Portal**

    - **Review Strategic Plan draft to date**

    - **Email Distribution lists and list serve review**

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  o **Transfer Instruction**

  o **Web Services**

  o **Network Administration**

  o **CC Online**

  o **ITV**

Meeting

- **Date & Time – April 10 10:00AM LRC 733**

- **Agenda**

  o **Review Minuets from last meeting**

  o **Report on IT Strategic Plan Status**

  o **Technology Cost saving ideas to be submitted to College President final revision**

- **Future Projects?**

- **Next Meeting**

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- **Multi- Campus Representation Areas**

    o **Career-technical Instruction**

    o **Transfer Instruction**

    o **Web Services**

    o **Network Administration**

    o **CC Online**

    o **ITV**

Meeting

- **Date & Time – April 3rd 10:00AM LRC 733**

- **Agenda**

    o **Review Minuets from last meeting**

    o **Final Approval of IT Strategic Plan**

    o **Final Approval of distribution list recommendations**

- o **Technology Cost saving ideas to be submitted to College Council**

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- **Multi- Campus Representation Areas**

    o **Career-technical Instruction**

    o **Transfer Instruction**

    o **Web Services**

    o **Network Administration**

    o **CC Online**

    o **ITV**

Meeting

- **Date & Time – December 5 2011 3:30PM LRC 733**

- **Agenda**

    o **Review Minuets from last meeting**

    o **Review Technology Sections of annual unit plans**

<div align="center">**Technology Resource Team**</div>

Mission
The Mission of the Technology Resource Team (TRT) is to recommend to the College Council technology practices, procedures, standards, and planning in the areas of instruction and information. TRT's goal is for the advancement of technology in the areas perceived as beneficial by the College departments, faculty, staff, and students.

Composition

- **Membership**

    o **1 Administrator – Serves as the team chair**

    o **4 Faculty Members**

    o **4 Classified Staff Members**

    o **1 Student**

- **Multi- Campus Representation Areas**

    o **Career-technical Instruction**

    o **Transfer Instruction**

    o **Web Services**

    o **Network Administration**

    o **CC Online**

    o **ITV**

Meeting

- **Date & Time – February 28th 12:00PM LRC 733**

- **Agenda**

    o **Review Minuets from last meeting**

    o **Review IT Strategic Plan**

    o **Review distribution list recommendations**

- Define timeline for finishing review of IT Strategic Plan for submission to President and then College Council

- Approve or define timeline for distribution list recommendations

- Future HRP possibilities if governors sales tax does not pass

Technology Resource Team

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    o **ITV**

Meeting

- **Date & Time – March 13th 10:00AM LRC 733**

- **Agenda**

    o **Review Minuets from last meeting**

    o **Review IT Strategic Plan**

    o **Review distribution list recommendations**

- Define timeline for finishing review of IT Strategic Plan for submission to President and then College Council

- Approve or define timeline for distribution list recommendations

Technology Resource Team

Mission

      Under review

Composition

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    o **Career-technical Instruction**

    o **Transfer Instruction**

    o **Web Services**

    o **Network Administration**

    o **CC Online**

    o **ITV**

Meeting

- **Date & Time – November 21 2011 3:30PM LRC 733**

- **Agenda**

    o **Review Minuets from last meeting**

    o **Review Mission final approved at last College Council meeting**

    o **Accreditation Standard 3 section C review**

    o **Review Strategic Plan draft to date**

    o **Email Distribution lists and list serve review**

TRT Cost Saving Ideas

1. Purchase refurbished computers in FY12/13 for the labs. IT will monitor this project closely for future viability and sustainability. This will save $43,000.00 next year.
2. Do not assign laptops to college employees unless the employee's job duties require travel or teaching online. Any exceptions to this procedure will require the President's signature. To handle the laptop needs of the campus, it is recommended that IT purchase six laptops to have available for check out. This will save an estimated $20,000.00 over a 5-year period.
3. Remove 15 computers from the open lab in the LRC and 5 open lab computers from the library area and repurpose as part of next year's replacement plan. This may require opening LRC 633, 709, and 710 to handle the overflow if the labs become full. IT will also collect usage data for the open labs to determine whether or not other open lab computers can also be repurposed. This will save $16,000.00 in replacement costs over a 5-year period.
4. Remove all student worker computers from the Hardware Replacement Plan. These computers need to be used or virtual and not new. The savings here is estimated at $5,000.00 over a 5-year period.
5. Have the college no longer purchase desktop printers or supplies. All printing needs will be centralized to local department printers. TRT understands that there may need to be exceptions to this procedure, and therefore suggests that exceptions need to be approved by the Director of Business Services. The savings on this is not known as past printer purchases have not been centralized; however, it is expected that this will be a significant savings over a 3 - 4 year cycle.

TRT Meeting Minutes

2/28/12 - 12:20PM

During this meeting we reviewed and made suggestions on the Strategic Plan, covering such topics as:

- Faculty participation in TRT
- Faculty and Student needs
- The Cerro Coso Website
- Distance Learning
- Current technology – How it should be practical, used frequently, standardized, and updated when needed
- Media Classrooms that are infrequently used
- Distribution Lists and List Serves
- Inside CC could be used instead of some Distribution Lists where groups can be used.
- Hardware Replacement Plan (HRP) – Current expectations and revised expectations due to a tightened budget
- Reviewing the Plan

We started off with the discussion regarding the wide range of technology used by Faculty. There seem to be many needs that Faculty have, but those needs are not often brought to TRT, nor are teaching resources consistently shared amongst the Faculty.

To better understand the technology needs and expectations of the Students and Faculty, it was suggested that a survey be sent out which would give them all a chance to be heard. It was also suggested a prize (won by drawing), be offered for student participation in the survey.

The Cerro Coso website and the many sites that are used by both Cerro Coso and the District were brought up. Cerro Coso is moving towards having any internal information (information needed by current students and employees) to the InsideCC and Intranet, keeping the main Cerro Coso website for public information.

Distance learning was brought up and how it is no longer under IT's directive and how IT is involved in the backend support. The different systems and the maintenance of those systems were also discussed.

Many media classrooms (604, 709, 710, and 122) are not being used to their fullest extent or are not being used at all. This was attributed to improper scheduling and a lack of understanding on the Faculty's part of how to use the rooms. Resource Allocation for scheduling could be seen as a communication improvement over the current room scheduling method.

Standardizing classrooms according to type and use should help with proper use and with the Faculty being able to easily use the rooms. This will also help with scheduling, maintenance, and support.

Many Distribution Lists are not being used and so rules are being set to filter out unused lists. List Serves are also being regulated and it was suggested that the Inside CC Groups could replace many of the Distributed Lists where applicable.

The current Hardware Replacement Plan (HRP) document was reviewed and we discussed where computer and printer replacements will happen in the near future. A revised plan was also explored, in the event of large State budget cuts and fund redistribution. The following questions were asked:

- Where do we make budget cuts?
- Is cutting down on the bandwidth a consideration?
- What equipment and technology can be eliminated or thinned?
- How many open labs and classrooms are being used and are needed?
- Can we consolidate our labs and classrooms by eliminating some of the open lab computers and using classrooms such as 709 and 710 that are not used frequently during the day?

It was requested that all review the Strategic Plan and respond with any changes or input within two weeks. This plan is scheduled to be submitted by March 27.

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Technology Resource Team (TRT)
Tuesday, August 21, 2012 Meeting Location LRC 733
Meeting time 10:15pm—11:30pm

AGENDA

I.   **Minutes and Action Items**—Meeting called to order at 12:35pm. **Last meeting** minutes

approved.

II. **Roll Call**—Charles Osteen, Paul Kuttig, Michael Campbell, Scott Cameron present in LRC

733, Matt Hightower joined the group via CCC Confer. Several members were away due

scheduling conflicts.

III. **Strategic Plan**—Matt Hightower is new to the committee but is a member of the

Pedagogy and Technology Committee and the Professional Development Committee.

Mike indicated that he hope Matt's membership in both TRT and Ped/Tech would assist

in ensuring that the Strategic Plan recommendations, currently being reviewed by TRT,

would go forward to College Council and include support of Ped/Tech recommendations

and vice-versa. The idea of a satisfaction survey distributed to faculty and students was

also discussed in relation to ensuring that the Strategic Plan recommendations are

responsive to the needs of all constituent groups. The Strategic Plan, including items

like the Hardware Replacement Plan, will obviously be affected by current budget

discussions and will be revised as budget changes are addressed.

    a. **Action Item**: Michael asked that each person review the Strategic Plan

       Document and send revisions to him. The original word document is posted to

the group files so a review copy set to Final-Show Markup sent to Michael via email will allow him to compile revisions. Matt has already created a printed markup and will fax that to Mike.

IV. **List Serve Recommendations**—Mike asked that the recommendations be reviewed a final time and revisions sent to him by Friday.

    a. **Action Item:** Review the List Serve Recommendations posted to the group and send and revisions to Mike.

V. **Future Meeting Dates:** To be posted to the group.

VI. **Adjournment**—11:00 pm

Technology Resources Team
Meeting Minutes
Date: 04/03/12
Time: 10:00AM
Location: LRC 733

Type of Meeting: Regular Meeting

Meeting Facilitator: Mike Campbell

Call to Order
> **Mike Campbell** called to order the regular meeting of the TRT at **10:05** on **04/03/12** in **LRC 733.**

Roll Call
> The following persons were present: Mike Campbell, Jeremy Horton, Paul Kuttig, Scott Cameron, Sylvia Sotomayor, Charles Osteen and Matt Hightower via CCCConfer

Guests: None

Meeting Minutes Approved: 03/13/12 minutes.

Discussion Issues
   a) Topic—Reviewed final draft of IT Strategic Plan
   Action Item: Motion by Sylvia to approve the draft of the IT Strategic Plan and to forward the draft to the College President and College Council for adoption. This motion was seconded by Paul. Motion passed unanimously.
   Action Item: Mike will submit the IT Strategic Plan to the president for review and discussion.
   b) *Topic – Review Distribution lists use at Cerro Coso document – The group read through and discussed the format and structure of the document, there was discussion about the language preventing users from sending email to distribution lists that they were not members of. Jeremy felt this language needed to be stronger.* Matt suggested removing "by members of the lists or the campus community", *this would put more emphasis on the word "prohibited". Everyone agreed to the change, the draft was approved with that change.*
   Action Item: Mike will present the Distribution lists use recommendation to the President and College Council for review and adoption.

Information Issues
   a) Topic— Technology Cost Saving Ideas – *Mike suggested that TRT should submit a list of campus technology cost saving ideas to help with the college's current fiscal crisis. The group discussed a number of ideas that could save the college money both next year and in the future. We also discussed the need for better computer use data, decisions concerning technology resources need to be data driven.*
   Action Item: Mike will put together a list from the recommendations we discussed at the meeting and we will review and move forward after the next meeting. Mike and Jeremy will find or develop an application that will track the open and classroom computer lab use.

Future Meeting Dates

Our mission is to Educate, Innovate, Inspire and Serve.

Bakersfield College
Cerro Coso Community College
Porterville College

a) Next Meeting: 04/10/12 at 10:00AM in LRC 733
b) Schedule: Every two weeks

Future Agenda Items and Review of Action Items of Current Meeting:

Adjournment

The meeting adjourned at 11:45AM

Recorded by: Mike Campbell

Our mission is to Educate, Innovate, Inspire and Serve.

Bakersfield College
Cerro Coso Community College
Porterville College

Technology Resources Team
Meeting Minutes
Date: 09/22/11
Time: 12:35
Location: LRC 604

Type of Meeting: Regular Meeting

Meeting Facilitator: Mike Campbell

Call to Order
> **Mike Campbell** called to order the regular meeting of the TRT at **1235** on **09/22/11** in **LRC 604.**

Roll Call
> The following persons were present: Mike Campbell, Jeremy Horton, Aaron Taggert (student), Jan Moline

Guests: None

Reading of Mission Statement-The TRT Mission was discussed and it was agreed to request that College Council be consulted as to the current vision for the TRT.

Approval of Minutes from Last Meeting – none

Discussion Issues
> a) <u>Topic</u>—What is TRT and what do we need to do?(Mike Campbell)
> Discussion: Need clarification as to our role. We are a recommending body to College Council. College Council should re-evaluate what they want and set criteria for the scope of TRT's recommendations.
> *Action Item: Mike will get TRT discussion of role placed on College Council agenda and ask Jill Board (as the Council meets monthly) what she would like from TRT.*

Information Issues
> a) <u>Topic</u>—TRT need new Strategic Plan that more closely aligns itself with the District and College Strategic Plans. (Mike Campbell)
> Discussion: Read current plan and consider current District and College plans, come back to next meeting with draft for TRT to consider.
> *Action Item: Mike will draft a Strategic Plan and bring back to TRT for editing.*

Future Meeting Dates
> a) Next Meeting: Members need to send Mike the dates that work for them. He will schedule and notify. Additionally, much can be done electronically. We are group within portal and exchange ideas and documents through electronic means.
> b) Schedule: TBA

Future Agenda Items and Review of Action Items of Current Meeting: Edit mission statement and Strategic Plan. Further discussion of the needs of the college pertaining to TRTs role.

Adjournment

Our mission is to Educate, Innovate, Inspire and Serve.

Bakersfield College
Cerro Coso Community College
Porterville College

The meeting adjourned at 1:35 pm

Recorded by: Jan Moline

Meeting Minutes Approved:

Our mission is to Educate, Innovate, Inspire and Serve.

Bakersfield College
Cerro Coso Community College
Porterville College

Technology Resources Team
Meeting Minutes
Date: 10/24/11
Time: 3:30PM
Location: LRC 733

Type of Meeting: Regular Meeting

Meeting Facilitator: Mike Campbell

Call to Order
> **Mike Campbell** called to order the regular meeting of the TRT at **3:35** on **10/24/11** in **LRC 733.**

Roll Call
> The following persons were present: Mike Campbell, Jeremy Horton, Paul Kuttig, Scott Cameron

Guests: None

Discussion Issues
a) Topic—Reviewed TRT Draft Mission Statement – Reviewed and approved TRT mission statement.
   ***Action Item:** Mike will submit the TRT Draft Mission Statement to College Council for approval and adoption at the next College Council meeting.*
b) *Topic – Review IT Strategic Plan – The group read through and discussed the format and structure of the draft Strategic plan that Mike is working on. The group liked the format the content so far.*
   ***Action Item:** Mike will continue writing the Draft Strategic Plan*

Information Issues
a) Topic— *List Serve lists – We discussed both List Serve list and exchange distribution groups, we also included comments from Todd Coston, Todd is the IT Director at Bakersfield College and is a former district systems admin.*
   ***Action Item:** Jeremy and Mike will put together a list of all of the exchange groups and list serve lists and what we think the intent of each is.*

Future Meeting Dates
a) Next Meeting: Nov 7th 3:30 in LRC 733
b) Schedule: Every two weeks

Future Agenda Items and Review of Action Items of Current Meeting: Continue working on Strategic Plan and list serve review.

Adjournment
> The meeting adjourned at 4:50PM

Recorded by: Mike Campbell

Meeting Minutes Approved:

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